Using Avaya 9608/9608G/9611G IP Deskphones SIP

Release 6.3.1
Issue 2
January 2014

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Warning

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Power over Ethernet (PoE) warning

This equipment must be connected to PoE networks without routing to the outside plant.

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Chapter 1: Introduction to 9608/9608G and 9611G SIP deskphones

Your deskphone provides many features that include:

- Viewing and managing your calls, call logs, and contacts list
- Customizing your deskphone
- Accessing your voice mail
- Using integrated WML browser

You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. Multiple button modules must all be the same type and same model.The 9611G deskphone has a color display, while the 9608 and 9608G models have a black and white display. The 9611G deskphone has a smaller display area than the 9608G deskphone. Unless specifically stated in this guide, the two models are essentially the same in terms of features and functionality.

The letter G in a deskphone model indicates the presence of a built-in Gigabit Ethernet adapter that increases the transmission speed of data.

Your administrator might not have configured all functions and features described in this user guide.

Physical layout

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.

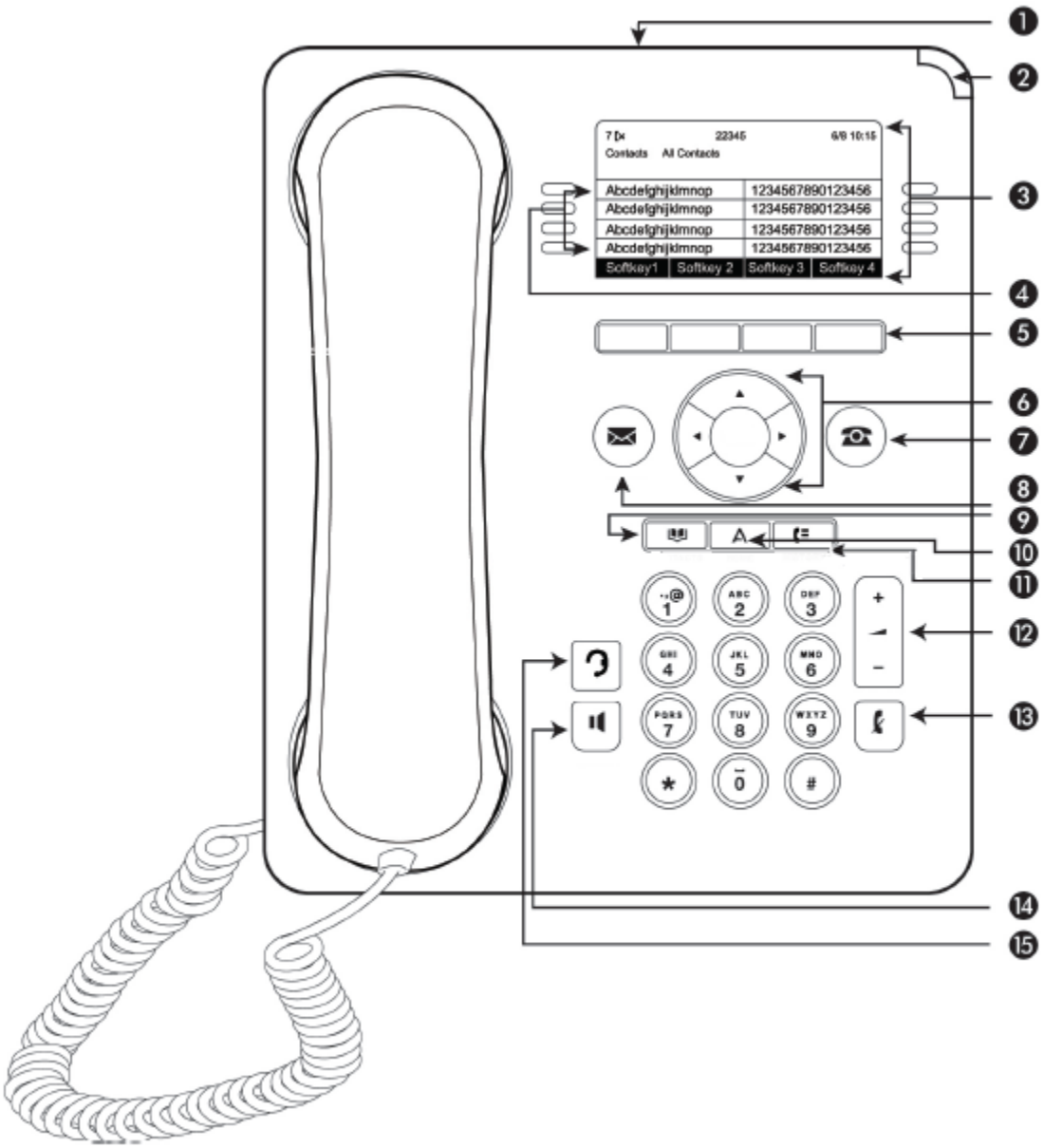


Figure 1: 9608/9608G and 9611 deskphones button layout

Note:

Your deskphone might have labeled buttons.

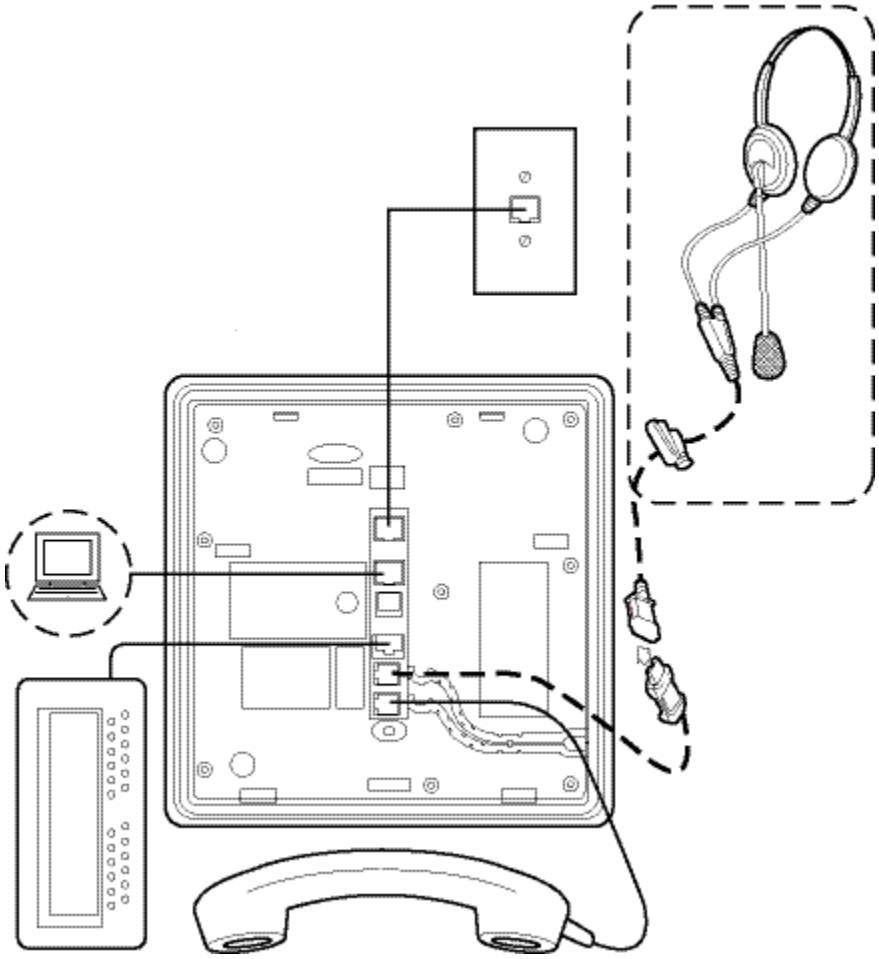
The following table provides descriptions of buttons and features of the 9608, 9608G, and 9611G deskphones.

No.	Name	Description
1	USB port	While the 9608 and 9608G models do not have a USB port, the USB port in the 9611G is disabled and will be activated in a future software release.
2	Message waiting indicator	An illuminated red light in the upper-right corner of your phone indicates that you have voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **Message** button is also illuminated when you have voice mail.
3	Phone display	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your system is administered.
4	Features and call appearance lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
5	Softkeys	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
6	OK and navigation arrows	The **OK** button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.
7	Phone	Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen:

No.	Name	Description
		• Hold • Conference • Transfer • Drop call
8	Message	Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
9	Contacts	Press **Contacts** to view the entries in your contact list.
10	Home	Press **Home** to gain access to the Avaya Menu to configure options and settings, access the browser and or any applications available to you, log out, or view network information.
11	History	Press **History** to view the history of your outgoing, incoming, and missed calls. The icon on the **History** button is illuminated when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
12	Volume	While on an active call, press **+** or **-** on the **Volume** button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume.
13	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
14	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
15	Headset	Press the **Headset** button to use the headset if connected. Note: Only HIS headset cords are compatible with your phone.

About connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya one-X Deskphone 9608/9608G and 9611G models. The image schematically describes which device to connect in which jack.



Navigation tips

A navigation icon ▶ appears in the telephone display to indicate that you can scroll to more options or information. Use the right and left navigation buttons to move between the Phone screen and Features list, or the Features list and the System Numbers list.

About icons

Icon	Description
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	EC500 has been activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 97 for information. If this icon appears in the appearance line, that indicates that the phone has encountered a failure and has preserved the media session until the near end user hangs up.
	This contact or feature is designated a "favorite." See Setting up favorites on page 26 for more information.
	The Send All Calls feature is on.

Icon	Description
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	EC500 has been activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 97 for information.

Icon	Description
	If this icon appears in the appearance line, that indicates that the phone has encountered a failure and has preserved the media session until the near end user hangs up.
★	This contact or feature is designated a "favorite." See Setting up favorites on page 26 for more information.
	The icon shown applies to the deskphones with color display. The EC500 feature is on.
	The icon shown applies to the deskphones with color display. The Send All Calls feature is on.

Call history icons for 9608/9608G deskphones

The following icons indicate the types of calls.

Icon	Name	Description
	Missed call	Indicates that you did not answer the call or had forwarded the call to your voice mail.
	Answered call	Indicates that you have answered the call.
	Outgoing call	Indicates that you have made the call.

Call history icons for 9611G Deskphones

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.

Presence icons for 9608/9608G deskphones

These icons indicate the status of a contact whose presence you are tracking on your deskphone.

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating that the screen saver of the phone is on, or the phone is locked.
	“No Presence Available” icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.

If the presence information of a contact cannot be tracked due to telephone server differences, a “no presence” icon displays for that contact.

Note:

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Presence icons for 9611G Deskphones

These icons indicate the status of a contact whose presence you are tracking if you have a 9611G deskphone.

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.

Icon	Description
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating the screen saver on this contact's phone is on, or the phone is locked.
	“No Presence Available” icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.
	Presence icon indicating this contact is in a conference call.

If a contact cannot be tracked due to telephone server differences, a “no presence” icon displays for that contact.

Note:

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Administrative messages

Your administrator can send important messages such as notification of an early office shut down due to inclement weather or information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

- a text message streaming across the top display line, accompanied by an audible alert
- an audible alert broadcast through the Speaker or the headset if that device is active
- an *interrupt* screen notifying you that you are receiving an audio alert

While receiving an audible alert, you can switch between the Speaker, handset, and headset, can terminate the pushed audio content by going *on-hook*, and can adjust the volume, as you normally would during a call.

Telephone stand

The phone can be placed on the stand in a flat position or at an angle.If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Viewing Network Information

Your system administrator might ask you to check certain phone or network settings to investigate problems. You can obtain network information from the Avaya Menu.

Network Information has seven different screens for viewing the options:Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: Avaya Menu

You can use **Avaya Menu** to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press Home , you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

Note:

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

- **Options & Settings**
- **Browser**
- **Network Information**
- **About Avaya one-X**
- **Log Out**

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

Browser contains additional Web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone will not display the browser option.

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information.

About Avaya one-X provides the release number of your telephone software.

Log Out lets you log off from your deskphone, to protect your settings, or to allow another user to log in.

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Assign Speed Dial Entries**
- **Assign Favorites Entries**

- **Application Settings**
- **Screen & Sound Options**
- **Language & Region**
- **Advanced Options**

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Assign Speed Dial Entries lets you assign speed dial numbers to up to ten contacts, so you a long press a single digit initiates a call to that person. See Setting up speed dialing on page 26 for more information.

Assign Favorites Entries lets you build a list of up to nine favorite contacts or features. See Setting up favorites on page 26 for more information.

Application Settings includes choices for personalizing button labels, turning call History on or off and including bridged calls in your call History.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, background logos, and button clicks and error tones, text size and phone screen width.

Language and Region settings includes choices for setting the display language and the time format.

Advanced Options includes choices for integrating other applications like Microsoft® Exchange Server with your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Displaying the Phone screen on dialing

About this task

Use this task to set the deskphone to display the Phone screen when you dial a number to make a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Phone Screen on Calling**.
3. Press **Change** to select one of the following:
   - **Yes**: To display the Phone screen when you dial a number.
   - **No**: To remain on the current screen when you dial a number.

4. Press **Save**.

Displaying the Phone screen on receiving a call

About this task

Use this task to display the Phone screen when you receive a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Phone Screen on Ringing**.
3. Press **Change** to select one of the following:
   - **Yes**: To display the Phone screen when you receive a call.
   - **No**: To remain on the current screen when you receive a call.
4. Press **Save**.

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Display Call Timers**.
3. Press **Change** to select **Yes** or **No**.
4. Press **Save**.

Setting redial options

About this task

Use this task to view a list of last six numbers that you dialed or to dial the last dialed number when you use the redial feature.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Redial**.
3. Press **Change** to select one of the following options:
   - One Number: To dial the last dialed number.
   - List: To display the last six dialed number.
4. Press **Save**.

Configuring visual alerts

About this task

Use this task to cause the LED in the top right corner of the phone to flash when the deskphone gets incoming calls.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Visual Alerting**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save**.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

Procedure

1. Press **Home**.

2. Press **Select** to select **Options & Settings** > **Call Settings** > **Audio Path**.
3. Press **Change** to select **Headset** or **Speaker**.
4. Press **Save**.

Setting dialing options

About this task

Your phone has the following two dialing options:

- You can dial a number by picking up the handset, getting a dial tone, and dialing the required number (off-hook dialing).
- You can use the edit dialing feature. If you set this feature, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing may not be available to you, depending on how your system is administered.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Dialing options**.
3. Press **Change** to select **On-hook** or **Editable** .
   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
4. Press **Save**.

Toggling caller name and number

About this task

Use this procedure to display either caller name or caller number if the caller name is too long to fit on the deskphone screen.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Toggle Caller Name and Number**.
3. Press **Change** to select **Yes** or **No**.

4. Press **Save**.

Setting up speed dialing

About this task

Use this task to assign speed dial numbers to your contacts. You can assign speed dial numbers to up to 10 contacts.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Assign Speed Dial Entries**.
3. Scroll and press **Assign** to select the required unassigned line.
4. Press **Select** to select the number that you want to assign.

Setting up favorites

About this task

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Assign Favorite Entries**.
3. Perform one of the following actions:
   - To add a favorite contact, press **Contacts**.
   - To add a favorite feature, press **Features**.
4. Press **Select** to select the required contact or feature.

Personalizing labels

About this task

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to

My Line. If you have a button module attached to your deskphone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*. For information on editing Autodial button labels, see Assigning labels to pre-assigned (Autodial) numbers on page 82.

Procedure

1. Press **Home**.

   Note:

   To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module and proceed to Step 10.

2. Press **Select** to select **Options & Settings** > **Application Settings** > **Personalize Button Labels**.
3. Select the label you want to edit.

   If the label you want to edit is on the Features menu, scroll down past your call appearances, and select the feature you want to edit. If the label you want to edit is on the System Numbers menu, scroll down past your features and select the system number label you want to personalize.
4. Press **Edit**.
5. Type a new label.

   Press **More** then **Clear** to clear all text fields and start over.
6. Press **Save** or **OK**.
7. You can revert back to the default button labels by selecting **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Change** and then **Default**.

Adjusting the brightness or contrast of the display

About this task

Use this task to adjust the brightness and contrast of deskphone screen or button module as applicable. Contrast adjustment applies only to a deskphone with a black and white display or a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of a deskphone with a colored display.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options**.
3. Press **Brightness** or **Contrast**.

4. Select Phone or an attached button module as applicable.
5. Use the arrow keys to increase or decrease the brightness or contrast.
6. Press **Save**.

Setting the Return to Home Screen option

About this task

Use this task if you want your deskphone to display the home screen after 10 minutes of being idle. The default time is 10 minutes. Your administrator can change the default time to any value between 0 and 30 minutes.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Return to Home Screen**.
3. Press **Change** to select one of the following:
   - **Yes**: To turn the feature on.
   - **No**: To turn the feature off.
4. Press **Save**.

Setting the text size

About this task

Use this task to change the size of the text. The large text option is available only for the English language.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Text Size**.
3. Press **Change** to select one of the following:
   - **Normal**: To set the default text size.
   - **Large**: To set the large text size.

4. Press **Save**.

Setting a ring tone for incoming forwarded calls

About this task

Use this task to specify the ring tone that you want to hear for incoming calls that are forwarded to your deskphone. You can hear the ring tone that you specified for the:

- Caller.
- First deskphone that forwarded the call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Call Fwd Ring**.
3. Press **Change** to select one of the following:
   - **Caller**: To hear the ring tone that you specified for the caller.
   - **Forwarder**: To hear the ring tone that you specified for the first deskphone that forwarded the call .
4. Press **Save**.

Setting a ring tone for your deskphone

About this task

Use this task to select a ring tone for incoming calls. You can select from a range of classic and rich ring tones. Classic ring tones are simple synthesized sounds. Rich ring tones are richer and more complex sounds.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Personalized Ringing**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

Setting a ring tone for Team Button

About this task

Use this task to set a ring tone for deskphones that you monitor.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Team Button Ring Type**.
3. Press **Change** to select the required ring tone.

Setting an alert for a call pickup group

About this task

Use this task to set a call pickup group alert on your deskphone. The call pickup group alert provides a visual or an audio alert on your deskphone when a member in your call pickup group gets a call.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Call Pickup Indication**.
3. Press **Change** to select one of the following:
   - **Audible**: Provides an audio alert.
   - **Visual**: Provides a visual alert.
   - **Both**: Provides both audio alert and visual alert.
   - **None**: Provides no call pickup alert.
4. Press **Save**.

Setting a ring tone for a call pickup group

About this task

Use this task to select a ring tone for an audio alert on your deskphone for a call pickup group.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Call Pickup Ring Type**.
3. Press **Change** to select the required ring tone.
4. Press **Save**.

Changing the background logo

About this task

If your system administrator has set up an alternate background choice, you can change the logo your screen displays. Logos are not available on 9608 deskphones.

Note:

Your system administrator can also change the background logo through the settings file.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen and Sound Options** > **Background Logo**.
3. Use the **Right/Left** arrows to select the required logo.
4. Press **Save**.

Turning button click sounds on and off

Procedure

1. Press **Home**.

2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Button Clicks**.
3. Press **Change** to turn sound on or off.
4. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Error Tones**.
3. Press **Change** to turn error tones on or off.
4. Press **Save**.

Setting key repeat delay

About this task

Use this procedure to set the time for which you must press the navigation key to start the auto repeat process. You can select from the following options:

- No Repeat
- Default
- Short
- Long
- Very Long

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Key Repeat Delay**.
3. Press **Change** to select the required option.

4. Press **Save**.

Activating mute alerting

You can configure your deskphone to alert you if your deskphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Call Settings** > **Mute Alerting**.
3. Press **Change** to select from one of the following options:
   - Audible
   - Visual
   - Both
4. Press **Save**.

Setting the phone screen width

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Screen & Sound Options** > **Phone Screen Width**.
3. Press **Change** to select from one of the following options:
   - Full: Each call appearance or feature occupies the entire width of a line.
   - Half: Each call appearance or feature occupies half the width of a line, effectively splitting the screen in half or half to full.
4. Press **Save**.

Changing the display language

About this task

Use this task to change the display language of your deskphone.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Language & Region** > **Language**.
3. Press **Change** to select the required language.
4. Press **Save**.

Setting the time format

You can change the way your deskphone displays the time on your Phone screen. The time format is either 12 or 24 hours.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Language & Region** > **Time Format**.
3. Press **Change** to select the required time format.
4. Press **Save**.

Setting headset profile

About this task

Use this task to select an appropriate headset profile that best matches the acoustic of deskphone with your headset.

Procedure

1. Press **HOME**.
2. Press **Select** to select **Options & Settings** > **Advanced Options** > **Headset Profile**.
3. Press **Change** to select the profile that matches your headset.

For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the Avaya Support website.

4. Press **Save**.

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Advanced Options** > **Automatic Gain Control**.
3. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
4. Press **Change** to turn AGC on or off.
5. Press **Save**.

Configuring Hearing Aid Compatibility

Procedure

1. Press **Home**.
2. Press **Select** to select **Options & Settings** > **Advanced Options** > **Handset Equalization Operation**.
3. Press **Change** to select one of the following options:
   - Default
   - Audio Opt for audio optimization
   - HAC Opt for hearing aid compatibility optimization
4. Press **Save**.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exhange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home** .
2. Press **Select** to select **Options & Settings** > **Advanced Options** > **Exchange Integration**.
3. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
   - Your Microsoft Exchange server email user name.
   - Your Microsoft Exchange server email password.
   - The location, domain or the IP address, of the server on which Microsoft Exchange runs.
   - Whether you want the deskphone to display a prompt to enter your user name and password every time you access Microsoft Exchange calendar on your phone. Press **Change** to change the setting as required.
4. Press **Save** or **OK**.
5. To set or change your calendar preferences, select **Calendar** and enter the following:
   - Whether or not you want your phone to activate the calendaring feature. Press **Change** to change the **Use Exchange Calendar** setting to **Yes** or **No**.
   - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Enable Exchange Reminder** setting to **Yes** or **No**.
   - If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.

- Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the **Exchange Snooze Time** value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
- Whether or not you want to hear a tone with a reminder popup window. Press **Change** to change the **Exchange Reminder Tone** setting to **Yes** or **No**.

6. To change your contacts preferences, select **Contact** and configure the following:
   - Whether or not you want your phone to remind you of items on your calendar. Press **Change** to change the **Use Exchange Contacts** setting to **Yes** or **No**.
   - If you want to change the Exchange subscription period, specify in the **Use the Exchange Subscription Period** field.
7. Press **Save** to save your settings and preferences.

Note:

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. For more information, contact your system administrator.

Access the browser through **Avaya Menu**. If you do not see the **Browser** option on **Avaya Menu**, Web applications are not available for your deskphone.

Note:

The 9601 deskphone does not support displaying images through the browser.

Using the WML browser

Procedure

1. Press **Home** .
2. Scroll to **Browser**.

3. Press **Select** or **OK**.
   The WML browser opens the home page.
4. Scroll to the link that you want to view.
5. Press **OK** to open the link.
6. Perform any of the following actions:
   - To stop loading the current page, press **Cancel**.
   - To reload the current page, press **Refresh**.
   - To open the home page, press **Home**.
   - To close the browser, press **PHONE**.

Making a call using a *Click to dial* link

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.
   The deskphone initiates a call to the person or number associated with the click to dial link.

Chapter 3: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Note:

The procedure for answering a call might vary depending on how your phone is administered.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) to answer the call.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.
-

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes. For more information, see Displaying the Phone screen on receiving a call on page 23.

Ignoring an incoming call

About this task

Use this task to turn off the ringer for an incoming call.

Procedure

From the Phone screen, press**Ignore** to turn off the ringer for an incoming call.

Putting a call on hold

Procedure

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 23.
4. Press **Resume** or the line button of the held call to retrieve the call.Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

Note:

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Configuring mute alert

About this task

You can use the mute alert feature to get an alert if you start to speak while you have put your phone on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone. This feature is available only when the Mute Alerting option is set to Audible, Visual, or Both as described in Activating mute alerting on page 33 and you Mute an active call. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Depending on the Mute Alerting setting you choose, the Phone screen provides the following feedback actions and options:

- Audible — If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
- Visual — If you put a call on mute and start speaking, after 15 seconds, the phones displays a message that reads “Phone is on mute” on the phone status line.
- Both — Combines the actions and options of both audible and visual alerting.

When you put a call on mute, the phone displays the status of your Mute Alert settings in one of the call appearance lines. If you have enabled Mute Alert, the phone displays “Mute Alert on.” If you have disabled Mute Alert, the phone displays “Mute Alert off.”

Procedure

1. To turn the Mute Alert feature off, touch the **Mute Alert on** line.
2. To turn the Mute Alert feature on, touch the **Mute Alert off** line.

Switching to another deskphone during an active call

About this task

Use this task to switch to another registered deskphone during an active call when you have registered more than one deskphone with your extension.

Procedure

1. Answer the incoming call from your deskphone.
2. To switch to the other deskphone, press **Bridge** on that deskphone.

Transferring a call

Procedure

1. Select the active call appearance line on which the call that you want to transfer appears.
2. Press**Transfer**.
3. Dial the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, press**Complete** or press **OK**.

Note:

Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

Chapter 4: Making a call

About this task

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see Making a call using edit dialing on page 45 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making an emergency call

About this task

You do not have to be logged in to make an emergency call.

If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

Procedure

1. On the Phone screen,press,**Emerg**.
2. Press **Yes** when the deskphone displays a prompt.
   Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
3. To end the emergency call,press **End Call** or press **Speaker**.

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.

   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 24 .

   Note:

   The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

   Your system administrator can disable Redial functionality.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

To assign speed dial numbers to up to 10 contacts, see Setting up speed dialing on page 26.

Autodialing a pre-assigned number

About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

Procedure

1. From the Phone screen, scroll right twice to gain access to the System Numbers menu.

   To assign labels to or edit labels for your Autodial numbers, see Assigning labels to pre-assigned (Autodial) numbers. on page 82
2. Select the number you want to call.
3. Press the **Call** softkey or the **OK** button.

Making a call using edit dialing

Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 25.

About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it.

Procedure

1. From the Phone screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To change the character format press **More**, and then press **123/abc/ ABC**.
3. Press **Call** or **OK**.

Making a call using URI dialing

About this task

When you have the edit dial option enabled, you can make a call using the URI dialing feature. To make a call using URI dialing, you must know the URI of the extension that you want to call.

Procedure

1. Enter the number that you want to call.
   a. Press the **Bksp** softkey to delete the characters you have entered.
   b. Press the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

Calling a person from the contacts list

About this task

You can call any contact that is listed in your contacts list.You can find a name by scrolling to it or by using the search box. Use the dialpad keys to enter the first few letters of the name, and the screen will scroll to the first match in your list.

Procedure

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Locate the contact that you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
4. Press **Call** or **OK**.

Calling a person from the call history

Procedure

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.

5. Press the **Call** softkey or the **OK** button.

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits and is preceded by a plus sign (+). Use the following procedure to dial an E.164 number.

Procedure

1. Press asterisk (*) twice or pressthe plus sign (**+**) to display the plus sign (+).

   If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the deskphone displays the plus sign (+) softkey on the screen.

2. Dial the number that you want to call.

Chapter 5: Paging

Initiating a group page

About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

Procedure

1. Dial the group pilot number.
   The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the deskphone requires that time to allow audio path.
3. Press **End Call** to stop paging.

Chapter 6: About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Activating Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

1. Gain access to the Features menu.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or the corresponding line button to activate the feature.

Activating call forwarding

About this task

Use this task to forward your calls to a specified number.

Procedure

1. Gain access to the Features menu.
2. Scroll to choose **Call Forward**.

3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **Enter**.
   After you enter the forwarding number, you hear a confirmation tone.

Disabling call forwarding

About this task

Use this task to turn off any call forwarding feature that you activated.

Procedure

1. Press the right navigation button to gain access to the Features menu.
2. Select the active call forwarding feature that you want to turn off.
3. Press **OK** or the line button on which the call forwarding feature appears.

Enabling call forwarding when your line is busy or you do not answer

About this task

Use this task to set a number to which your calls are forwarded when your line is busy or when you do not answer a call. You must enter the telephone number where the calls are forwarded each time you enable this feature.

Procedure

1. From the Phone Screen, gain access to the Features menu.
2. Press **Select** to choose **Call Fwd Busy/No Ans**.
3. Enter the number to which you want to forward your calls.
4. Press **OK** to turn call forwarding off if it is already on.

Setting rules for enhanced call forwarding

About this task

You can use this feature to forward the incoming calls on your deskphone to various destination numbers based on call type and call state.

Procedure

1. From the feature list, select **Enhanced Call Forward**.
   The deskphone displays a list of enhanced call forwarding rules.
2. Select the required rules from the following list, and enter the corresponding numbers.
   - Forward all calls:
   - Internal [Enter Number]
   - External [Enter Number]
   - Forward when busy:
   - Internal [Enter Number]
   - External [Enter Number]
   - Forward when no answer:
   - Internal [Enter Number]
   - External [Enter Number]

   If you have configured a number for any of the rules, the deskphone displays that number in place of the text Enter Number.
3. Press **Save**.
4. Perform one of the following actions:
   - To activate forwarding for a rule,

     press

     Turn on for that rule.
   - To activate forwarding for all the rules,

     press

     All on.

Editing a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Press the rule that you want to edit and enter the destination number using the numeric keypad.
3. Press **Save**.

Turning off a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to turn off.
3. Press **Turn off**.
4. To turn off all the active rules, press**All off**.
5. Press **Exit**.

Chapter 7: Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

About this task

Use this task to set up a conference call and add participants to the conference call.

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the contacts list, or the History list.
4. Press **Join** when the person answers the call.
5. To add another person, press **Add** and repeat Steps 3 to 4.

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Dropping the last participant from a conference call

About this task

Note:

This feature is applicable only for a conference call of the AST 1 type.

Procedure

1. From the Phone screen, select your active call.
2. Press **Drop** once the conference is up.
   The telephone drops the last added person from the conference.

Viewing the details for a conference

About this task

Note:

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

Procedure

1. On the Phone screen, select your active call.

2. Press **Conf**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference.
6. Press **Details** button to access the details on the participants.

Chapter 8: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as answering the call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

1. Select the bridged call that you want to answer.

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press**Answer**.

Joining a call on a bridged line

About this task

Use this task to join an existing call on a bridged line.

Procedure

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Procedure

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.

Excluding others from bridging on to your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Procedure

1. Access the Features menu during an active call.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

   When you activate Exclusion during a call, all parties except you and the calling and the called party are dropped from the call.

Independent alerting for each Bridged Call Appearance

You can use the Independent alerting for each Bridged Call Appearance feature if your system administrator has enabled the feature for your extension.

The four options available are the following:

- **On**: The deskphone plays a ringtone when there is a call on the bridged appearance.
- **Off**: The deskphone does not play an alert ringtone when there is a call on the bridged appearance.
- **Delayed**: The deskphone plays an alerting melody after a delay if a call on the bridged appearance is not answered. Your administrator can configure the delay.
- **Abbreviated**: The deskphone plays a single beep to indicate a call on the bridged appearance.

Chapter 9: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers per name. When you press the **Contacts** button, you are automatically put into Contacts search mode.

Note:

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Adding a new contact

About this task

You can add up to six numbers for a contact. Selecting "track presence" as a type allows you to track the contact's telephone presence, for example, not logged in, logged in, in use, or sending all calls to another number.The contact number can include

Procedure

1. Press**Contacts** > **New**.
2. Enter the first and last name using the dialpad.
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter remaining letters or numbers.
   - To delete the last character, press the **Bksp** softkey.

     Note:

     If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.
3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the deskphone

displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.

4. Scroll to the next field.
5. Enter the number.

   The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), + , * , #, $, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.
6. Press **More** > **Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.

   Note:

   When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.
7. Scroll to the next field and choose the type of number that you entered : Work, Home, Mobile.
8. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

   You can add up to five additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** .

Searching for a contact

About this task

Use this task to search for a contact that already exist in your contacts list.

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the deskphone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the deskphone displays the matching entries.

Procedure

1. Press **CONTACTS**.
2. Use the dialpad to type the name that you want to search.

   If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.
3. When the deskphone displays the required match, you can perform any of the following actions:
   - To call the contact, press **Call**.
   - To edit the contact information, press **More** > **Edit**.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see Extended searching on page 65.

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made the extended searching feature available, you can make a call to other users in your system by name.

Procedure

1. Press **Contacts**.
2. Press **More** > **Search**.

3. Use the dialpad keys to enter all or part of the first and last name of the person that you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person that you want to call, select the line on which the name appears, and select an appropriate softkey from the following sofkeys:
   - **Call**: To dial the number of the selected person.
   - **Details**: To see detailed information about the selected person.
   - **+Contacts**: To add the selected person to your Contacts list.
   - **Cancel**: To return to the Search screen.
6. If the search does not locate the person that you are seraching, press **Cancel**, and use this procedure to perform a different search. For example, if you entered a partial first and last name, enter the name in its entirety and search again.

Viewing a contact's details

Procedure

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Assigning specific ring tone to a contact

You can configure the ringtone that your deskphone plays when your deskphone receives a call from a contact in your local phone book. Hence, when you receive an incoming call, you can identify the caller based on the ringer that your deskphone plays. If you have not specified a ringtone for a contact, the deskphone plays the default ringtone.

Procedure

1. Press **CONTACTS**.

2. Select the contact for which you want to assign a ring tone, and press **Details**.
3. Press **Edit**.
4. Scroll to **Ringer**.
5. Press **OK**.
6. Use the Up and Down navigation keys to choose the ring tone of your choice and press **OK**.
7. Press **Back**.
8. Press **Save**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete**.
4. Press **Yes** to confirm or **No** to cancel.

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts into your phone using your exchange credentials. You can synchronize and download about 1000 contacts to your phone. These contacts are available under the new screen “Exchange Contacts”. You can also access your local PPM contact numbers under the Local Contacts screen and add the exchange contacts under the PPM. However presence information would be available only for your local contacts. Note: This feature is available only if your administrator has configured your extension for the feature.

Using the Exchange Contacts feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.

- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an Exchange contact from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials. To know how to enter your Exchange server credentials, see Integrating other applications with your phone on page 36

Procedure

1. Press **CONTACTS**.
2. Press **More** > **Exchange**.
3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Press **Save**.

Chapter 10: Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

Note:

The caller number is displayed only if available.

Call History also shows bridged calls. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see Calling a person from the call history on page 46.

Viewing the call history

Procedure

1. Press **History**.

   You can go to the top of the list by pressing **History** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

   Note:

   When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See About icons for a description of the icons.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **History**.
2. Select the number you want to view.
3. Press **Details**.

   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see Turning off call history on page 71
4. To return to the list view, press **Back** .

Adding an entry from the call history to your contacts list

Procedure

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More** > **Delete**.

4.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted.

Procedure

1. Press **History**.
2. Press **Clear All** or **OK**.
3. Press **Yes** to confirm.

Turning off call history

Use this task to turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Select **Options & Settings** > **Application Settings**.
2. To select the type of call history logging that you want to turn off, perform one of the following actions:
   - To turn off logging your calls, select **History**.
   - To turn off logging the bridged lines, select **Log Bridged Calls**.
3. Press **Change** or **OK** to turn call history logging on or off.
4. Press **Save**.

Chapter 11: About Team Button

You can use the Team Button feature to:

- Monitor the status of the extensions of your teammates from your deskphone.
- Answer any incoming call to the monitored station from your deskphone.
- Speed dial to call a monitored station that is idle.
- Hear audible alerts for the monitored extensions on your deskphone.

The following table shows different icons of the Team Button feature for the 9611 IP deskphone.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.
	The monitored extension is idle, and the user has enabled Single Ringing.
	The monitored extension is idle, and the user has enabled Multiple Ringing.
	The monitored extension is busy on other call, and the user has enabled Single Ringing.
	The monitored extension is busy on other call, and the user has enabled Multiple Ringing.

The following table shows different icons of the Team Button feature for 9608/9608G deskphones.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.

	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.

Viewing the status of monitored stations

Procedure

1. Go to the Features screen.
2. Scroll to view the status of all the monitored stations.

Note:

The Team button screen remains active till you close the screen.

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen.
2. Scroll to choose the monitored extension for which you want to answer the incoming call.
3. Press **Select** or **OK**.

Speed dialing to a monitored extension

About this task

Use this task to make a call to a monitored extension. Ensure that the monitored station to which you make the call is in an idle state.

Procedure

1. Go to the Features screen.
2. Scroll to choose the extension that you want to call.
3. Press **Select** or **OK**.
   The deskphone makes a call to the selected extension.

Assigning ring tone to a monitored station

About this task

Use this task to set a ring tone for a specific monitored station.

Procedure

1. Press **Home**.
2. Select **Options & Settings** > **Screen & Sound Options** > **Team Button Ring Type**.
3. Scroll through the list to select the monitored deskphone.
4. Select the required ring tone from the list.

Chapter 12: Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Logging into your voice mail

Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Chapter 13: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to advanced telephony features, such as and Call Forwarding and Speed Dial buttons. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu.The Forward menu also lists all the forwarding features. The features available depend on what your administrator has assigned to your phone.

Accessing the Features menu

About this task

Use this task to gain access to the Features menu.

The option on the Features menu display one of the following icons:

- The ☐ icon: Indicates the feature is available.
- The ☑ icon: Indicates the feature is activated.
- The ⛔ icon: Indicates the feature is not available.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

Procedure

1. Use the right navigation button to gain access to the **Features** menu.
   To return to the main Phone screen, press **Phone** or scroll to the left.
2. Scroll down to see the features that have been administered for your extension.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here

may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Assigning labels to auto-dial numbers on page 82	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Making an auto intercom call on page 83	Auto Icom; Auto In
Setting up automatic call back on page 82	Auto Callback
Enabling call forwarding on page 51	Cfrwd or CFrwd with a third-party's extension if applicable
Enabling call forwarding when your line is busy or you do not answer on page 52	CFBDA
Parking a call on page 84	Call Park
Call Unpark	Unparks a parked call
Picking up a call from your pickup group on page 86	Call pickup
Blocking your extension from displaying during calls on page 83	CPN Block
Displaying your extension on outgoing calls on page 84	CPN Unblock
Calling someone in your intercom group on page 87	Dial Icom
Picking up a call to another extension on page 86	Dir Pickup
Configuring simultaneous ringing for multiple phones using EC500 on page 90	EC500
Excluding others from bridging on to your call on page 60	Exclusion
Extending a call to your cell phone (EC500) on page 90	Extend Call
Picking up a call to another call pickup group on page 86	Ext Pickup
Tracing a malicious call on page 87	MCT Act

Feature Name	Common Abbreviation
Recording a call on page 88	Audix Record
Making a priority call on page 88	Priority Call
Send All Calls on page 51	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
Interrupting a call with a whisper page on page 89	Whisper Act
Presence Information on page 91	Presence
Enhanced Call Forwarding on page 53	ECF
Bridge Call Appearance on page 59	BCA
Hearing Aid Compatibility on page 35	HAC

Note:

If you have personalized labels for any of the features available to you, the personalized label displays instead of the feature abbreviations shown here.

Monitoring other extensions at a glance

About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

Procedure

1. From the Phone screen, gain access to the System Numbers menu.
2. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
3. To call a monitored extension, scroll to the applicable line and press the line button associated with that extension.

Assigning labels to auto-dial numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.
2. Scroll to the line to which you want to assign a label or number.

   Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.
3. Press **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Press **Save**.

Setting up automatic call back

About this task

When an extension you call is busy, use Automatic Call Back to receive a return call automatically, as soon as that extension is free.

Procedure

1. Gain access to the Features menu when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback** .
3. Press **OK** or press the corresponding line button.

   When you hang up the callback call, the feature deactivates automatically.

Making an auto intercom call

About this task

Use the Auto-Intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.

   Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Block**.

   To stop calling party number blocking, see Displaying your extension on outgoing calls on page 84.
3. Press **OK**.
4. Enter the extension number you do not want the called party to see.
5. Press **Enter** or **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Unblock**.
   To set up calling party number blocking, see Blocking your extension from displaying during calls on page 83.
3. Press **OK**.
4. Enter your extension number.
5. Press **Enter** or **OK** to stop calling party number blocking.

Parking a call

About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

Procedure

1. During an active call, gain access to the Features menu.
2. Press **OK** or the corresponding line button to choose **Call Park**.
   After parking the call successfully, the deskphone provides a confirmation tone.

Next steps

For answering a parked call from the parked extension, see Unparking a call on page 85

Unparking a call

About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

Procedure

1. From the Phone screen, gain access the Features menu.
2. Press **OK** or the corresponding line button to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to release the call.

Setting up enhanced call pickup alerting

About this task

Use this feature to configure audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press **Home** .
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to **Call Pickup Ring Type**.
7. Select the ringtone using the navigation keys.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Select the call pickup indication type using the right or left navigation keys.
10. Press **Save**.

Picking up a call to another call pickup group

About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call as you normally would.

Picking up a call to another extension

About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a "pickup group."

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call.

Answering a call for a call pickup group member

Procedure

1. From the Phone screen, gain access to the Features menu.
2. Scroll to **Call Pickup** and press **OK** .

Calling someone in your intercom group

About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

   The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Tracing a malicious call

About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and press **OK** or just press the corresponding line button to start the trace.

   An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

   Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT). Before using the MCT feature, you must understand and comply with these laws.

Recording a call

About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

   Important:

   Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.
3. Hang up to stop recording.

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Priority Call and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.

4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing and deliver your message when the person you called answers.

Visual alert for an encrypted call

Using your Deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon, a padlock, on the call status line.

Note:

Only the connection to and from the phone instrument is encrypted. This encryption may not extend beyond the call server. For 9608/9608G deskphones, if you have set the screen width of your deskphone to half, the deskphone does not show the secure icon.

Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
2. Select **EC 500**.
3. Press **OK** to turn simultaneous ringing on or off.

Extending a call to your cell phone (EC500)

About this task

You can use the Extend Call feature to receive a call that is active on your office deskphone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Only your administrator can set the destination mobile number.

Procedure

1. During an active call, gain access to the Features menu.
2. Scroll to **Extend Call** , and press **OK** to forward the call to your mobile phone.
3. Answer the call on your cell phone.

   The call remains active on your deskphone, so you can switch back to your deskphone at any time.

Chapter 14: Tracking presence information

You can use the Track Presence feature to view presence information of users in your Contacts list.

With the Track Presence feature, you can see whether the person you want to get in touch with is available or not, and receive an indication of when that person is available to receive a call. In addition, when you are on a call, other users can see that you are busy and they can call you later, or contact you using another method.

To see the presence information of a contact, you must first set the **Track Presence** option to **Yes** for that particular contact. You can turn on the **Track Presence** option while adding a contact. You can also choose to turn the **Track Presence** option on or off by editing the details of a contact. For more information on adding and editing a contact, see the chapter *Using the contacts feature*.

Note:

You can see the presence information of your contacts only if your system administrator enables the presence feature for your extension.

To view the presence information about your contacts, press **CONTACTS**. The deskphone displays presence icons in your contacts list to show the status of your contacts.

For more information on presence icons, see About icons on page 13

Chapter 15: About Hotline

You can use the Hotline feature to dial a preconfigured number that your system administrator has already set for you.

To dial the hotline number, lift your handset, or press **SPEAKER**. Alternatively, if you are using a headset, press **HEADSET**. The deskphone automatically dials the number that your system administrator has configured for you.

Chapter 16: Using the Calendar

If your administrator has set up the Exchange Integration option under Advanced Options on the Avaya Menu, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

Note:

To enable the Calendar and set an appointment advance reminder time and tone, see Integrating other applications with your phone.

Calendar appointment reminders

About this task

If you have set the **Exchange Reminder Time** option to **Yes**, the phone displays a pop-up to remind you of the upcoming calendar appointments when the Exchange Reminder Time that you set is reached.

Procedure

When you get a reminder, perform one of the following actions: .

- To ignore the reminder now, but to be reminded after the snooze period, press **Snooze**
- To ignore the reminder completely, press **Dismiss**.

Reviewing your appointments

About this task

Use this task to view your calendar appointments on your deskphone.

Procedure

1. On the Phone screen, scroll to choose **Calendar**.
   The phone displays the appointments in the start-time order.
2. Perform one of the following actions:
   - To move backward or forward from one appointment to another, press **Prev** or **Next**.
   - To call the person with whom you have the appointment, press **Call**.

     Note:

     The number of the person whom you want to call must be present on the Appointment Detail.
   - To update the calendar with any new appointments that you have set up on your calendar, press **More** > **Refresh**.
   - If you pressed **More** and want to re-display the previous set of softkeys, press **More** again.
   - To exit the calendar and return to the Phone screen, press **More** > **Exit**.

Chapter 17: Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, a About icons on page 13 may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in “limbo” and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the **Avaya Menu** for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
-

- You can press the **Phone** button to access Browser Web links/pages during failover (if normally available), however, any “click to dial” links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 18: Locking and logging in to and logging out of your deskphone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users.

Note:

Depending on how your phone is administered, for example, whether Call Log History backup is enabled or not, Call history may be lost when you log out your extension.

Logging in to your deskphone

About this task

Use this task to log in to your deskphone.

Avaya Deskphone SIP 6.3 supports Multiple Device Access (MDA) using which you can register up to 10 SIP devices with your extension. If you register to multiple devices, you can perform functions, such as switching to another registered device during an active call or bridging on to calls at multiple registered devices.

Procedure

1. On the login screen, enter the extension number that your system administrator has assigned to you for login.
2. Press **Enter** or **OK**.
3. Enter the password that your system administrator has assigned to you.
4. Press **Enter** or **OK**.

Locking and unlocking your telephone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can

take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error beep sounds.

Note:

Ensure that you do not have any active calls when you lock the phone.

When you lock your phone, your presence status changes to *Away*.

Procedure

1. From the Phone screen or the Features menu screen press **Phone Lock**.
2. Press **Lock** .
3. To unlock your phone, press**Unlock** and enter the password you use for telephone login.

Logging out of your deskphone extension

Procedure

1. Press **Home**.
2. Press **Log Out** to choose **Log Out**.
3. Press **Yes** when the deskphone prompts for confirmation.

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